



City of Riverside Administrative Manual

Effective Date: 07/2003
Review Date: 07/2006
Prepared by: General Services

Approved: 

Department


City Manager

SUBJECT:

I. Changes to Telephone System

PURPOSE:

To provide proper planning and guidance for additions, deletions or changes to the City's telephone system to assure an uninterrupted and adequate level of service, to prevent damage, to help control expenses and to identify costs by department and by telephone extension.

POLICY:

All department heads are responsible for keeping their telephone expenses as low as possible. All proposed changes in the telephone system must be submitted to the department director for approval. In order to expedite changes in the telephone system, departments should give adequate notice of changes to the telephone system so that correct installation and other services can be processed at minimum expense to the City. Departments should allow at least 15 days for the work to be completed, except for emergencies. Under no circumstances are telephone instruments to be removed, relocated or added without the proper approval. The City's telephone system has the following five (5) dialing levels: internal only, local Riverside, Southern California, Statewide and unrestricted. Each telephone instrument has been assigned a dialing level at the department director's request. Any changes in dialing level must be requested on the Telephone Request or Change Order form (3333R) and submitted to the Telecommunications Division.

Due to the software program which operates the Ericsson telephone system, any changes, modifications or additions of telephone instruments by unauthorized service personnel are not allowed. Such unauthorized actions could damage the telephone system.

Please do not move any telephone instrument from any existing jack or add telephones or other devices to our communications system without first submitting the Telephone Request or Change Order Form (3333R, revised 7/89) to the Telecommunications Division. Qualified service personnel will perform the needed work.

PROCEDURE:

Responsibility	Action
Department Head	1. Determines department telephone requirements periodically and if changes are indicated, sends Telephone Request or Change Order, Form 3333R (Revised 7/89) to the General Services Telecommunications Division.
Telecommunications Division	2. Reviews request, comments on feasibility of proposed change and indicates adjustment in costs to included installation, as well as ongoing monthly costs and advises the department head.
Department Head	3. Reviews comments and suggestions submitted by the Telecommunications Division and either authorizes or modifies the request.
Telecommunications Division	4. Arranges for approved change (work to be done) with the telephone company and the Building Services Division. All approved changes will be ordered as soon as possible, but a minimum of 15 days shall be allowed for a project to be completed except for emergencies. 5. Notifies department of anticipated installation date. 6. Sends Telephone Request or Change Order form with actual costs to Finance Department to be charged against the affected department's telephone account.

Attachments:

1. Telephone Request or Change Order, Form 3333R (Revised 7/89)

SUBJECT:

II. Repairs to Telephone System

PURPOSE:

To expedite repair and servicing of all telephones to assure uninterrupted as well as high quality service.

POLICY:

All telephone malfunctions shall be reported to the Telecommunications Division as soon as possible. The City shall repair, adjust, and/or service any and all telephone instruments, lines and apparatus as soon as possible. "Emergencies" shall be determined and prioritized by the Telecommunications Division.

City employees should not call or contact Pacific Bell or Ericsson directly as this may delay needed repairs.

Special procedures apply to the Public Safety Communications Division located at Police headquarters, because of the 24 hour emergency operation of the unit.

PROCEDURE:

Responsibility	Action
Department Head or Designee	1. Report all malfunctions immediately by telephone to the Telecommunications "Help Desk", Ext. 6161 for further action. Indicate the nature of the problem and, to the extent possible, how the malfunction has impacted on department operations.
Telecommunications Division	2. Shall prioritize any and all requests for repairs, servicing or adjustments to the telephone system.

Distribution: Regular

CITY OF RIVERSIDE
TELECOMMUNICATIONS DIVISION
TELEPHONE REQUEST OR CHANGE ORDER

Date _____ Requesting Department _____

Address Service Needed _____

Contact Person _____ GL/JL Key _____

Services Requested _____

Signature of Department Director

Date Needed

Emergency

Note: Allow 15 days to process, except for emergency (explain circumstances).

FOR TELECOMMUNICATIONS DIVISION USE ONLY

Comments/Recommendations:

Estimated Installation Costs _____

Monthly Rate Change _____

Reviewed By:

Approved By:

Approved By:

Telecommunications Division

Department Director

City Manager

Finance Dept.: Actual Cost _____ Telecomm WO # _____

Distribution: Original & 2 copies: Forward to Telecommunications
One Copy: To be retained by Originating Department